ABSTRACT OF THE DISCLOSURE

A case based reasoning system and method for determining a root cause of a problem case. A case database stores case data correlated to a plurality of cases. The plurality of cases includes at least one solved case, and at least one trigger case. Each solved case in the case database includes root cause data, and each trigger case comprises a data link to at least one fault isolation manual process for determining a root cause. A processor determines a list of at least one potential case selected from said plurality of cases by comparing the at least one problem attribute value to the set of attribute values for each of the plurality of cases.